

KYLE M SUTTON

Warm, Purpose-Driven Professional • Client Success • Clarity Coaching • Creative Content
• Technical Writing

Fairfax, VA | kyle@kylesutton.com | 571-373-7198

PROFESSIONAL SUMMARY

Warm, emotionally intelligent professional with 35+ years of experience spanning **client success, clarity-based communication, technical writing, federal contracting, training, creative content development, care coordination, and event leadership.**

Recognized for a calm, grounded presence that helps people move from overwhelm into clarity. Adept at translating complex systems into accessible language, supporting individuals through emotionally charged moments, and building trust through deep listening and compassionate communication.

Blends analytical precision (documentation, systems, project support) with human-centered strengths (coaching, caregiving, ministry). Seeking part-time remote roles that value clarity, service, reliability, and emotionally intelligent communication.

CORE COMPETENCIES

Client Experience & Communication – Deep listening • Grounded presence •

Relationship care • Conflict de-escalation • Compassionate communication

Technical Writing & Documentation – SOPs • User Guides • Federal documentation • IVR systems • Process mapping • Requirements analysis

Training & Leadership – Instructor-led training • Train-the-trainer • Leadership development • Technology transitions • Global coordination

Creative & Content Development – Clarity coaching • Story development • Editing • Creative direction • Publishing

Operational & Administrative Strengths – Event coordination • Scheduling • Workflow organization • Ministry support

Logistics & Technical Operations – Inventory tracking • Reporting • Asset management • Cross-functional liaison

Technologies – MS Office • WordPerfect • PeopleSoft • Visio • PageMaker • Adobe Tools • CRM Systems

PROFESSIONAL EXPERIENCE

ORDERLY — ONCOLOGY UNIT

Fairfax Hospital (Inova) — Fairfax, VA | 1977–1979

- Assisted nurses on a high-emotion oncology unit
- Transported patients for labs and radiology; provided calm presence
- Built emotional resilience through life/death environments

C&P TELEPHONE • AMERICAN BELL • AT&T

Operator → Installer → Circuit Assembler → Transition Team → Training Specialist

1979–1989 | Washington, D.C. Metro

Long Distance Operator (1979–1980)

- Managed long-distance, collect, and inmate calls
- Earned **seven outstanding evaluations**

Sales & Support | American Bell (1980)

- Worked briefly with AT&T's technology retail division

Installer (1980–1985)

- Installed business/residential systems, inside wiring, and support

Circuit Assembler (1985–1987)

- Built circuits, including **classified presidential communication lines**

Transition Team & Training Specialist (1987–1989)

- Migrated circuits to digital systems
- Wrote manuals, trained provisioning teams
- Increased productivity by **700%** by discovering undocumented workflow
→ Awarded **unlimited overtime**

HOUSEHOLD MANAGER / STAY-AT-HOME FATHER

Fairfax, VA | 1989–1991

- Full-time care for two sons

- Managed schedules, budgets, and household operations

PSI INTERNATIONAL → E-SYSTEMS → RAYTHEON

Senior Technical Writer • Training Lead • Logistics Specialist

1991–2001

PSI International — Veterans Administration (1991–1996)

- Authored IVR system documentation
- Created user guides, SOPs, and training materials
- Documented GI Bill benefit workflows

E-Systems/Raytheon — Customs/IRS/DoE (1996–2001)

- Documented Customs enforcement workflows
- Wrote IRS SOPs and system documentation
- Supported DoE FFEL program

WordPerfect → MS Word Conversion Lead (1998–1999)

- Led enterprise-wide transition
- Developed training materials and delivered instruction

Y2K Mitigation (1999–2000)

- Documented system changes and testing procedures

Unmanned Aircraft Systems (Declassified)

- Created technical documentation for unmanned aircraft programs

Logistics Specialist — USAF Aircraft (2000–2001)

- Managed supply tracking and reporting for aircraft parts

INDEPENDENT CONSULTANT — TECHNICAL WRITER / PROPOSAL WRITER

New Technology Management, ManTech, Booz Allen Hamilton

Sept 2001 – Apr 2003

- Wrote technical proposals and compliance documentation
- Coordinated schedules, deliverables, and production

- Authored manuals, white papers, and system summaries

LANDMARK WORLDWIDE — LEADERSHIP DEVELOPMENT & TEAM MANAGEMENT

Volunteer Leadership (Parallel to Professional Career)

2001–2003

- Completed extensive leadership coursework (Forum, Advanced Course, seminars)
- Completed two-year **Team Management & Leadership Program (TMLP)**
- Served as **Regional Statistician** (three quarters)
- Led communication structures and accountability systems
- Supported team leadership meetings and coaching conversations

ADMINISTRATIVE OFFICE OF THE U.S. COURTS (AOUSC)

Information Technology Specialist — Technical Writer / Training Coordinator / Instructor

May 2003 – June 2006 | Washington, D.C.

- Delivered training for **33,000+ federal judiciary employees**
- Authored Technical User Manuals, SOPs, and System Operations Manuals
- Supported PeopleSoft Federal Implementation (PeopleTools, Benefits, Foundation, Query)
- Conducted staff reorganization analyses and corrective training
- Managed documentation control for large-scale projects

LANDMARK WORLDWIDE — GLOBAL STATISTICIAN

Volunteer Leadership (Parallel to Professional Career)

2003–2015

- Managed global weekly reporting for **3,500+ participants**
- Oversaw teams in **North America (15), Europe (5), Middle East (2), India (5)**
- Trained and evaluated Regional and Local Statisticians worldwide
- Ensured accuracy, integrity, and deadline compliance

- Presented quarterly results to Landmark Worldwide management
- Supported North American **Quarterly Leadership Weekends**
- Strengthened global reporting systems and cross-cultural communication

Advanced Metal Roofing — Ordering Manager

Wilmington, NC | Dec 2007 – Apr 2008

- Managed all materials ordering, scheduling, and vendor communication

Metropolitan Community Church — Administrative Support

Wilmington, NC | Apr 2008 – May 2009

- Provided administrative and ministry support
- Scheduled programs and coordinated communication

Lanier Parking — Parking Enforcement

Wilmington, NC | May 2009 – June 2010

- Conducted parking enforcement with professionalism and conflict resolution

HEWLETT-PACKARD — Technical Writer (State of South Carolina)

Columbia, SC | Aug 2010 – May 2013

- Wrote technical manuals, SOPs, and system documentation
- Improved clarity for state IT systems
- Collaborated with SMEs and government staff

AUTHOR & PUBLISHER — MAULDIN BOOKS / SHEPHERD'S WAY PUBLICATIONS

2007–Present

- Author of *God Speaks: A Dialogue*, *Family Tree*, and *In a Few Words*
- Established Oak Island Publications → rebranded to **Mauldin Books (2011)**
- Publisher of spiritual and storytelling works
- Provide developmental editing, clarity coaching, and creative direction

CLARITY COACH / CREATIVE CONTENT GUIDE

2013–Present

- Offer clarity coaching to help clients move from overwhelm to direction
- Support writers through story development and messaging
- Provide emotional grounding and focused guidance

CARE COORDINATION & SUPPORT

Fairfax, VA | Ongoing

- Daily elder care for father (94)
- Weekly support for individuals with memory and visual challenges
- Coordinate medical appointments and transportation
- Maintain confidentiality and emotional steadiness

EVENT COORDINATOR — CALVARY CHURCH OF THE NAZARENE

Fairfax, VA | 2022–Present

- Coordinate weddings, funerals, memorials, and special events
- Serve as a compassionate liaison for grieving families
- Manage volunteers, communication, scheduling, and logistics

EDUCATION & TRAINING

Southern University (1975) - Business/Psychology

Northern Virginia Community College (1976 - 1978) - Business/Psychology

Landmark Worldwide (2001 - 2015)

My training with Landmark Worldwide reshaped how I show up as a leader, a communicator, and a creator. Through the Landmark Forum, the Advanced Course, and the Self-Expression & Leadership Program, I learned to recognize unseen assumptions, take ownership of my impact, and generate results from possibility rather than circumstance. The Communication (Access to Power / Power to Create) courses strengthened my ability to listen deeply, speak with intention, and build conversations that move people forward. In the Team Management & Leadership Program, I developed the capacity to lead through collaboration, accountability, and vision—skills I now use to elevate teams and empower

individuals. The Extraordinary Seminar further grounded my commitment to living from purpose, integrity, and choice. Altogether, this work expanded my capacity to transform breakdowns into breakthroughs and to create environments where people discover what's truly possible for their lives.

The Coaches Institute (2009-2010)

Through The Coaches Institute, I deepened my ability to translate real-life experience into meaningful guidance. I learned to listen beneath the surface, ask catalytic questions, and help others move toward clarity and purpose. The program strengthened my confidence, sharpened my intuitive and practical coaching skills, and equipped me to support others in ways that are both grounded and transformative.

Joy Seekers Life Group — Calvary Church

I lead a weekly life group focused on spiritual growth, authentic conversation, and purposeful living. My role is to create an atmosphere where people feel safe sharing openly, asking hard questions, and seeking God's guidance for their lives. I draw on my background in coaching, ministry, and communication to facilitate discussions that spark insight and connection. I listen deeply, help individuals name the breakthroughs waiting inside their stories, and encourage them toward practical steps of faith, healing, and personal transformation. This work keeps me grounded in service and continually reminds me why helping others discover their purpose matters.

Business Endeavors

Across my business endeavors—whether through Mauldin Books, Shepherd's Way Publications, Spiritelligence, The Life Purpose Project, StoryHouse, or Eden Creative Designs—I operate at the intersection of creativity, purpose, and transformation. I build brands that help people explore who they are, what they believe, and what they're capable of creating. My work spans writing, publishing, coaching, curriculum development, creative direction, and experience design that awakens personal meaning.

In each company, I blend strategic thinking with a deeply intuitive approach: shaping stories that resonate, crafting visuals that inspire, and developing frameworks that move people forward. I lead teams, manage long-form projects, oversee multi-brand design systems, and create resources that invite others into growth—spiritually, personally, or creatively. What drives me is not simply producing content, but building ecosystems where purpose, artistry, and human transformation are possible.

References Available Upon Request